



Executive Officer's Report to the Board September 19, 2003

Victim Compensation

Victim Compensation Program (VCP) Workload Update

Staff is pleased to report that the growth in unprocessed claims and bills has leveled off, although the VCP continues to grapple with a large inventory. In the past, when the inventory has climbed, Board management has reallocated resources in an attempt to reduce the resulting backlog. Efforts to address the backlog included significant staff overtime and redirecting non-processing staff to processing work. Absent these efforts, the VCP had, for several years, been unable to keep up with the workload, resulting in an increase in the number of unprocessed applications and bills. The number of new applications is below last year's levels, and the bill inventory has leveled off. The VCP (including Board teams and Joint Powers agencies) currently has a total inventory of nearly 12,000 applications and 39,000 bills that await processing. At current rates of production, these totals represent approximately a three-month "supply" of work.

With no immediate prospect of more staff, VCP management has been working to find ways to encourage greater productivity and to improve the claims process. Our efforts include:

- Regular meetings with VCP supervisors to review staff productivity, examine inventory levels, and discuss policy issues.
- Shifting resources between teams to balance inventory or address processing bottlenecks.
- Providing online, weekly detailed spreadsheets of inventory by team and Joint Powers Agency. Team and JP supervisors can now review and manipulate the data for their area of responsibility, thus enabling them to better manage their workload.
- Initiating Victim Compensation System (VOX) programming changes to overcome processing glitches caused by the implementation of mental health session limits.

These efforts and a decreased number of new applications have caused the inventory of unprocessed bills to level off and has resulted in a decline in the overall application inventory. VCP management is continuing to monitor the inventory and work to reduce it.

September 11th Anniversary Update

Approximately 65 California family members of September 11th victims and survivors of the terrorist attacks attended a support group meeting and anniversary memorial in Sacramento to commemorate the second anniversary of September 11th.

On September 10th, the group visited the September 11th Memorial Plaza at Cal Expo. Cal Expo Fair Board Member Larry Davis shared the history and development of the plaza, which was dedicated on the first day of the 2003 State Fair. Family members found the names of their deceased loved ones on the marble sphere which displays the names of all those who died during the terrorist attacks. A 50-foot bell tower played special music during the tour, which was followed by a dinner and

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candlelight ceremony.

On the morning of September 11th, everyone participated in an anniversary memorial ceremony. The ceremony included a moment of silence at 8:46 a.m. - the time the first plane struck the first World Trade Center tower - and a reading of California victim and survivor names. As each of the names were read, family members of those who died and survivors came forward to receive a rose in their honor. A bagpiper played, and Secretary Aileen Adams shared a message from the Governor and first lady.

Cathie Ong-Herrera, sister of Betty Ong, a flight attendant on American Airlines Flight 11, spoke about her journey these past two years and how she is living her life without her sister. Joy Shepard was on the 61st floor of the World Trade Center when the first plane hit the other tower. She managed to run down 61 flights of stairs and escape. She shared her experience that day and how it has transformed her life.

Later, individuals shared stories about their loved ones and experiences at the memory table. State Sen. Jackie Speier served as the luncheon speaker and spoke about her experience as a victim and her journey as a survivor. She survived the Jonestown tragedy and the death of her husband as the result of an accident involving a drunken driver. Following lunch, a support group circle was held to debrief from the anniversary and discuss how folks were doing at this point in time.

The Twenty-Ninth Annual North American Victim Assistance (NOVA) Conference

This year's conference was held in New Orleans from August 24-29. The Board is a member of NOVA and sent two staff this year: Carol Fieldhouse, Deputy Executive Officer of Administration and Executive Office Liaison. Anita Ahuja. Staff had two goals in attending the conference: 1) to gain an understanding of what assistance staff will be expected to provide when Sacramento hosts the 2004 conference; and 2) to learn more about the wide range of victim assistance programs throughout the country.

Both goals were accomplished. Staff met with members of the New Orleans Host Committee, members of the NOVA board and other possible committee members from California. Staff collected many good ideas to assist with next year's conference. Staff also served as subject matter experts on California's many attractions and encouraged members to attend next year's conference.

Keynote speakers included the Honorable Deborah J. Daniels, Assistant Attorney General, Office of Justice Programs, U.S. Department of Justice; the Honorable John W. Gillis, Director, Office of Victims of Crime, Office of Justice Programs, U.S. Department of Justice; and many other distinguished members of the victim services community. Conference organizers offered multiple tracks of workshops on everything from Counseling and Advocacy to Issues and Innovations. Carol and Anita attended several of the workshops and felt that one titled; "Chicken Soup for the Soul" that discussed vicarious trauma was very well done. The presenters explained that those who associate on an ongoing basis with victims of trauma absorb some of that trauma. This information was very relevant as the Board's Victim Compensation Specialists and Customer Service Unit staff that constantly work with trauma victims

Board Website Revision Update

Staff continues to make improvements to the Board's website and have recently obtained two new Universal Resource Links (URLs). The website can now be reached by typing www.victimservices.ca.gov, www.victimcompensation.ca.gov, and www.governmentclaims.ca.gov. The status of the Restitution Fund was updated on August 26, 2003. Staff is working on the content of two new web pages: one providing information of interest to victims and one containing information important to providers. Information on the current website continues to be updated. The website revision is expected to be completed by Oct. 1, 2003.

Regulations Update

Mental Health Service Limitation Regulations

At its August meeting, the Board adopted revised regulations implementing outpatient mental health service limitations. The revised regulations will be sent for comment to persons who participated in the adoption process for the prior version of the regulations. In addition, Board staff will be filing the revised regulations as emergency regulations to ensure that the regulations do not lapse by operation of law.

Revenue Recovery and Appeals

Judicial Council Update

Deputy Executive Officer David Shaw participated in a conference call Thursday morning with Karen Thorson, the Director of the Education Component of the State BAR of California and other Center for Judicial Education and Research senior attorneys. The purpose of the call was to discuss educational opportunities between the Board's restitution efforts and the judiciary. Of particular note, is a plan to include restitution and victims' rights training in the new judges' and continuing judicial education courses offered by the BAR.

Upcoming Training for Deputy District Attorneys and Probation Officers

On September 17-19, Revenue Recovery staff will provide training on restitution to approximately 50 deputy district attorneys and probation officers in San Mateo County.

On Saturday, September 20, 2003, DEO David Shaw will provide an overview of California restitution law and procedure to the Los Angeles County District Attorney's Office. The L.A. District Attorney expects this training to draw 300 – 400 deputy district attorneys and will provide Minimum Continuing Legal Education (MCLE) credit to the attendees.

Restitution Collections Increase

On July 1, 2003, regulations took effect to increase the percentage of withholdings from California Department of Corrections (CDC) inmate trust accounts from 20 percent to 30 percent. The CDC Office of Victim Services and Restitution reported that the July 2003 restitution remittance increased 39.75 percent over that of the previous month. July 2003 collections were \$1,006,086 compared to \$719,922 in June 2003.

Liens and Overpayments Section

During August 2003, LORS collected \$140,459.53 in liens and overpayments on behalf of the VCP and filed 32 new liens in civil, auto, and workers' compensation cases.

Conferences

On August 20-22, Deputy Executive Officer David Shaw attended the Attorney General's Organized Crime, Terrorism, and Intel Conference at the Radisson Hotel in Sacramento. Several conference workshops highlighted information and case studies involving known threats posed to public benefit programs by organized crime, criminal street gangs, and other criminal elements. Armed with the information gained at the conference, the Board is examining ways to assess its program safeguards to prevent fraud, waste and abuse in the VCP.

Hearing and Appeals

During the month of August 2003, 31 claims were scheduled, and 54 claims were scheduled for the month of September 2003. Between August 22, and September 19, 2003, a total of 68 hearings have been scheduled.

Upcoming Events

(The conferences and events listed below are for informational purposes only.)

8th International Conference on Family Violence: Working Together to End Abuse

Date: September 17-20 from 10 a.m. to 7 p.m.

Location: Town & Country Hotel, San Diego

Sponsor: The Family Violence & Sexual Assault Institute in San Diego

This conference will address advocacy, assessment, intervention, research, prevention, and policy. For more information contact the Conference Staff at Family Violence and Sexual Assault Institute, 6160 Cornerstone Court East, San Diego, CA 92121. Phone (858) 623-2777 ext/ 427. http://www.fvsai.org/FVSAI_onlineReg.htm.

Annual Conference of the National Association of Crime Victim Compensation Boards

Date: September 22-26

Location: New Orleans

Sponsor: National Association of Crime Victim Compensation Boards

A member of the Board's executive staff is scheduled to attend this annual conference.

WEAVE Black and White Gala

Date: October 4

Location: Sacramento Convention Center, Sacramento

Sponsor: WEAVE

This ball is a fund-raiser for WEAVE, a non-profit organization that helps victims of domestic violence. For more information contact WEAVE at (916) 488-2321.

17th Annual California Governor's Conference for Women

Date: October 22

Location: Long Beach Convention Center

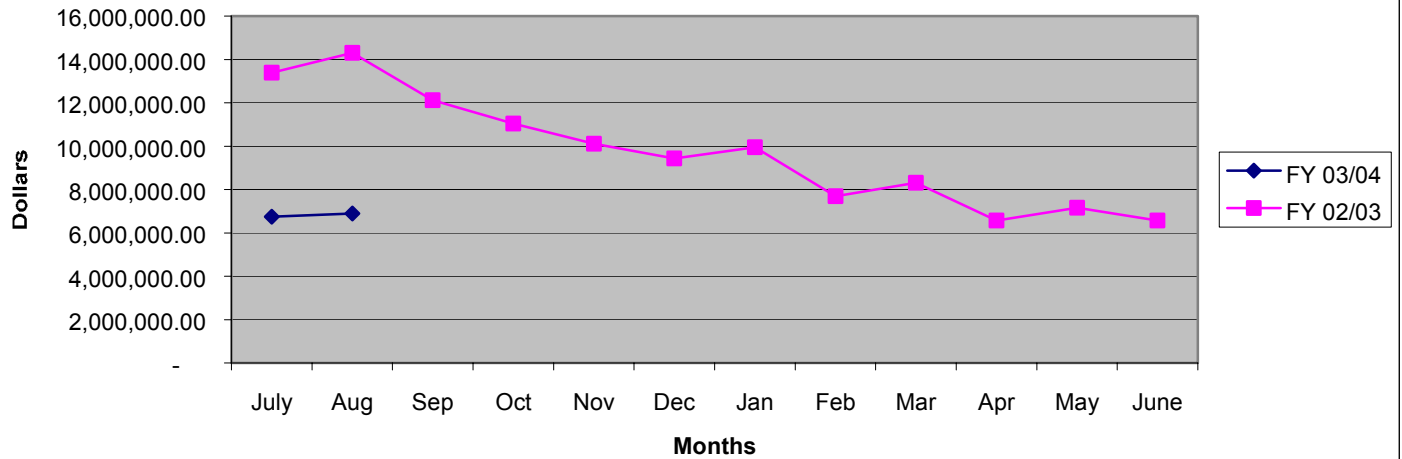
The California Governor's Conference for Women is a non-profit, non-partisan, state-sponsored forum for women of all generations and backgrounds to share perspectives on succeeding in a complex and diverse world. For more information contact www.cgcw.org or info@cgcw.org. Phone number is 650-548-2424.

Victim Compensation Program Activity

VCP PAYMENTS

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	\$6,895,706	\$13,642,509	-51%
FY 02/03		\$27,693,823	

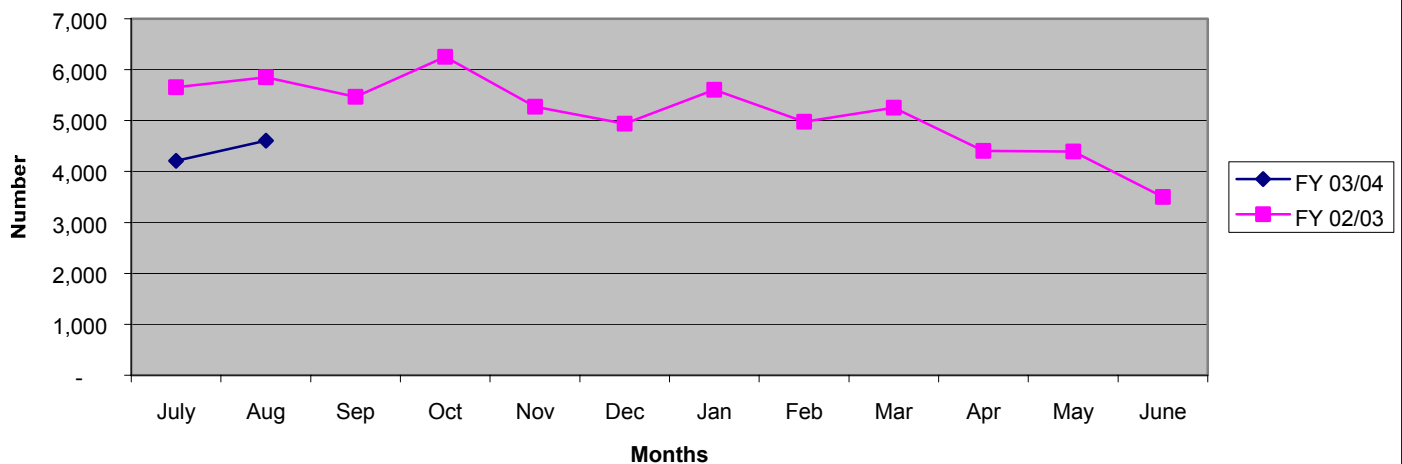
Payment Awards



VCP NUMBER OF APPLICATIONS RECEIVED

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	4,607	8,817	-23%
FY 02/03		11,505	

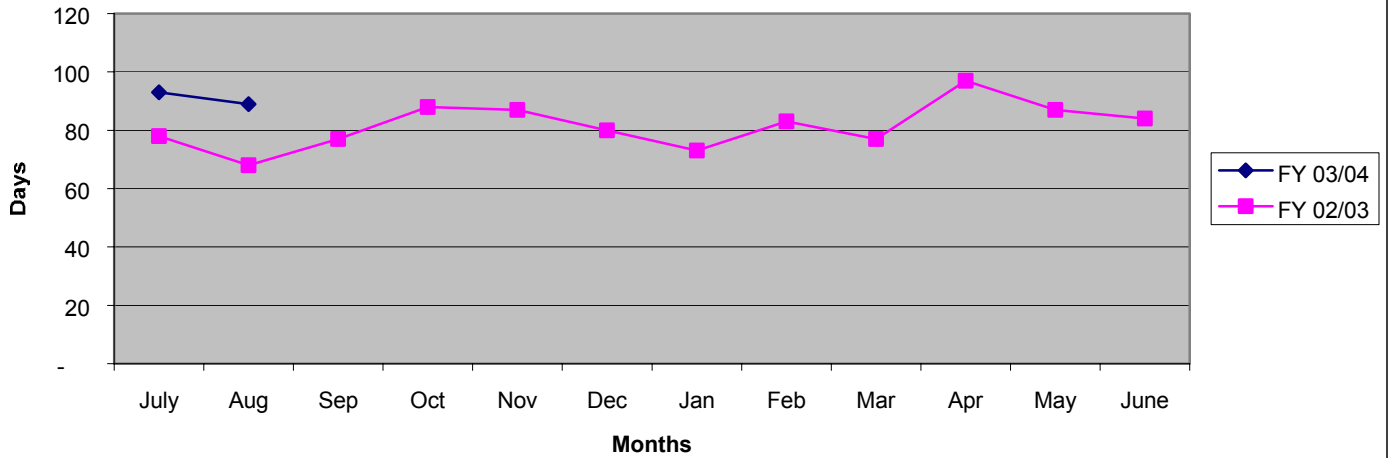
Number of VCP Applications Received



VCP APPLICATION PROCESSING TIME IN DAYS

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior
FY 03/04	89	91	25%
FY 02/03		73	

VCP Application Processing Time

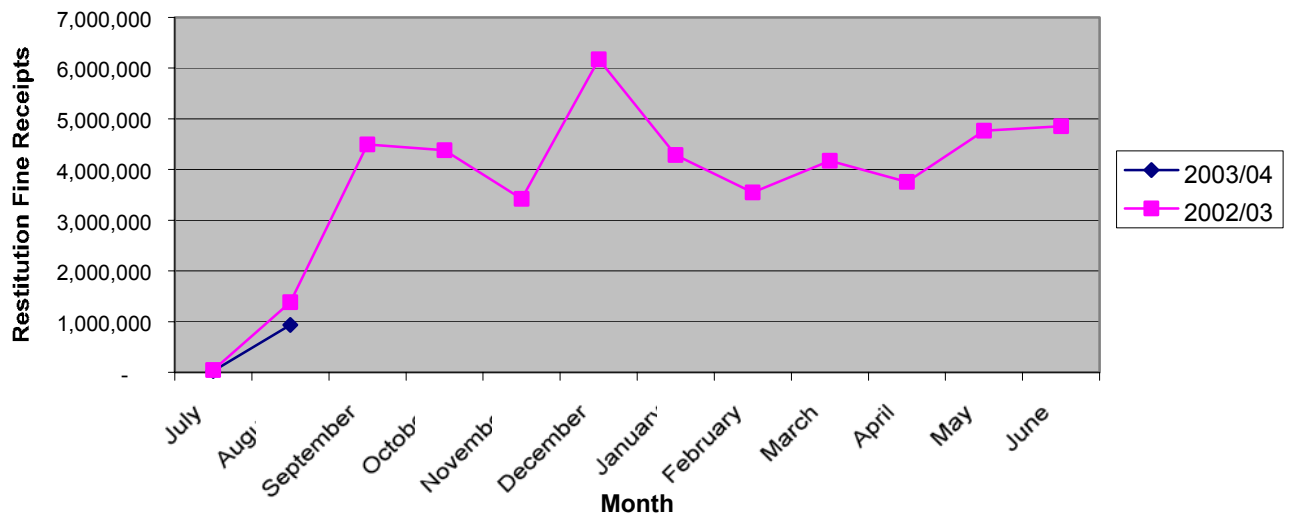


Revenue and Recovery

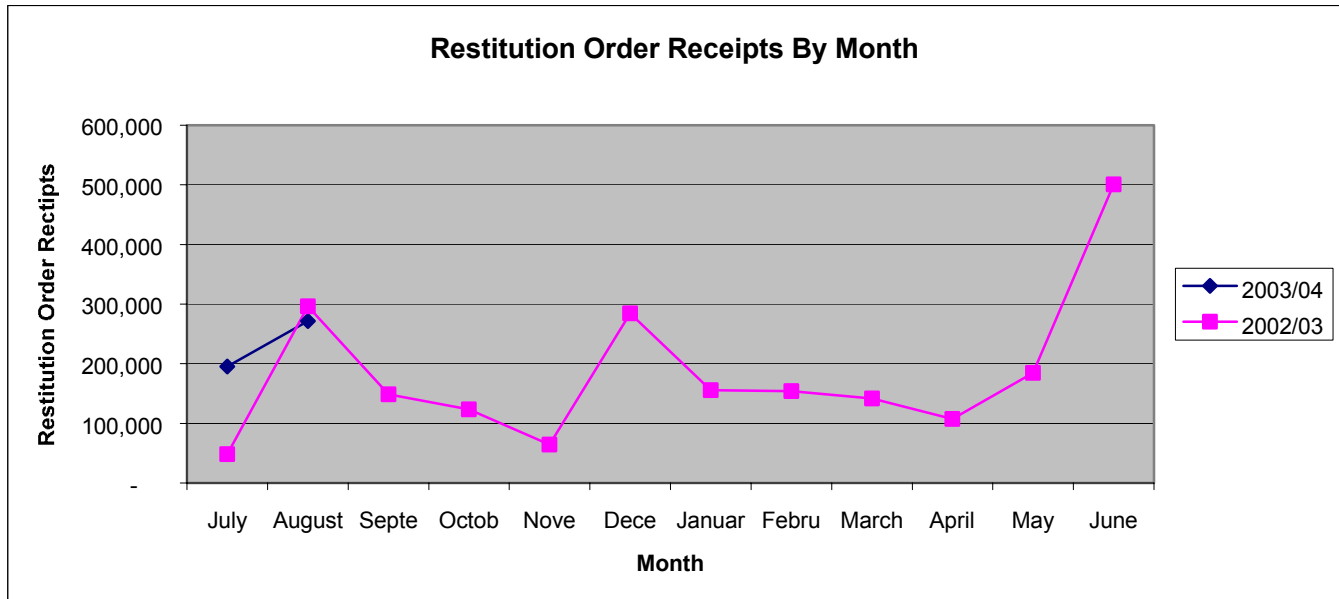
RESTITUTION FINES

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	935,836	964,216	-32%
FY 02/03		1,425,135	

Restitution Fine Receipts By Month

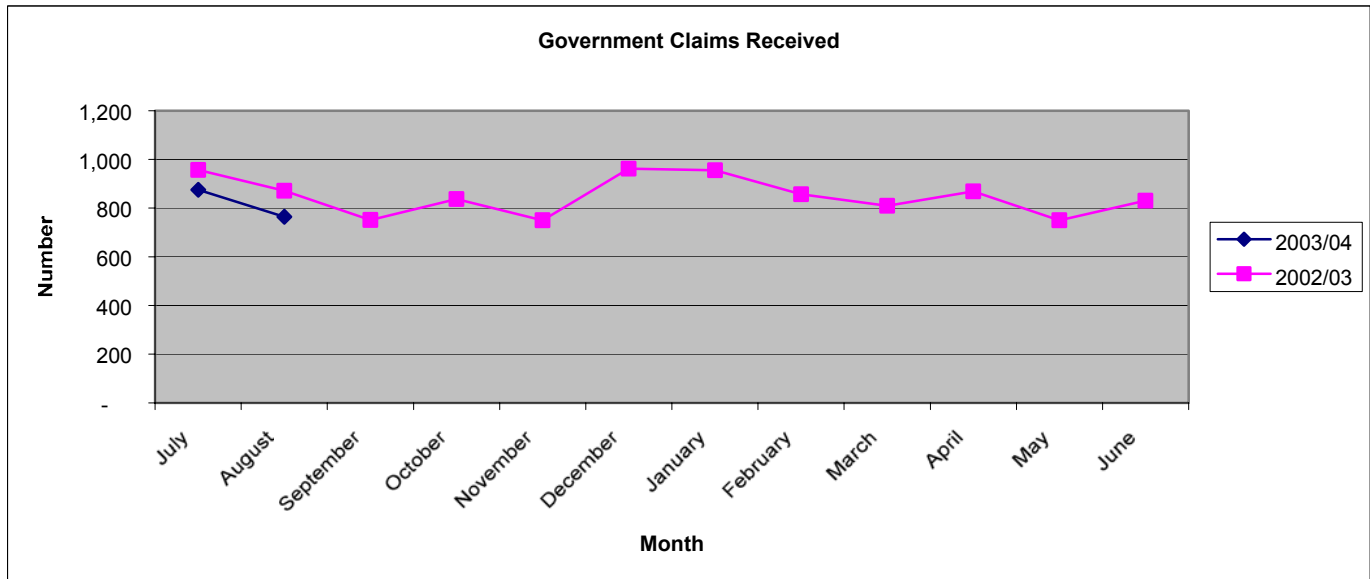


RESTITUTION ORDERS			
Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	271,751	466,945	35%
FY 02/03		344,970	



Government Claims

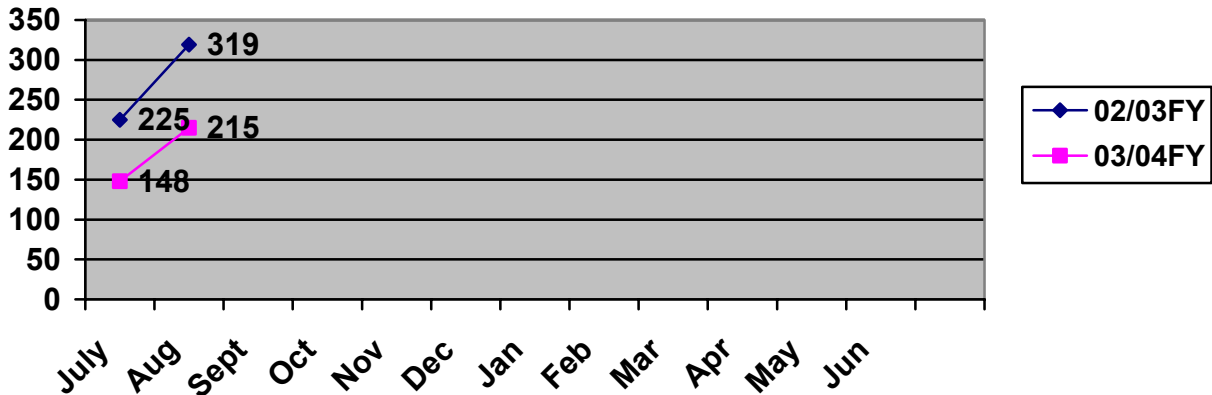
GOVERNMENT CLAIMS RECEIVED			
Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	764	1,639	-10%
FY 02/03	871	1,828	-



CONTRACT CLAIMS – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	215	181	-31%
FY 02/03		263	

Contract Claims- Avg Proc Time

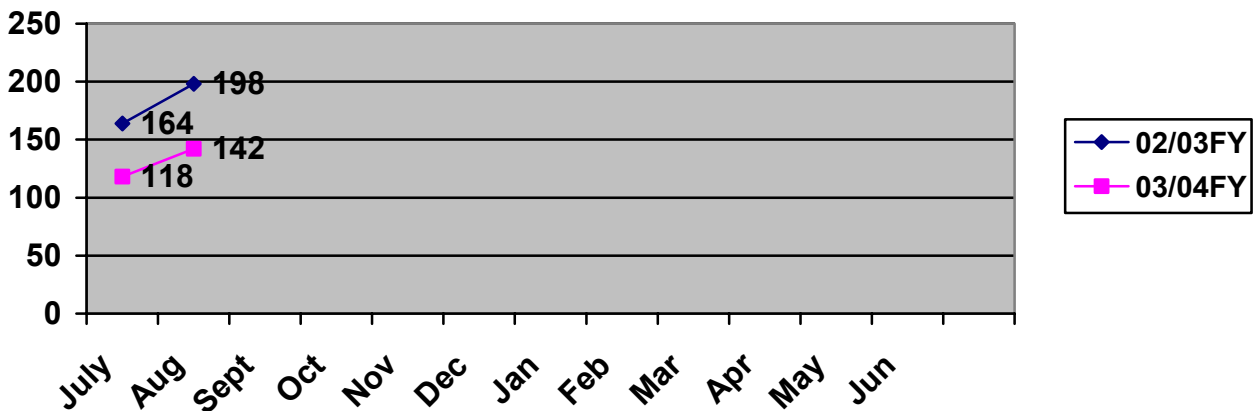


Contract claims -These are typically claims where a vendor has provided services to the State, but a purchase order or contract was not officially in place at the time the services were performed and, therefore, the affected agency does not have the authority to pay the invoice without the Board's approval.

EQUITY CLAIMS – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	142	133	-28%
FY 02/03		184	

Equity Claims - Avg Proc Time

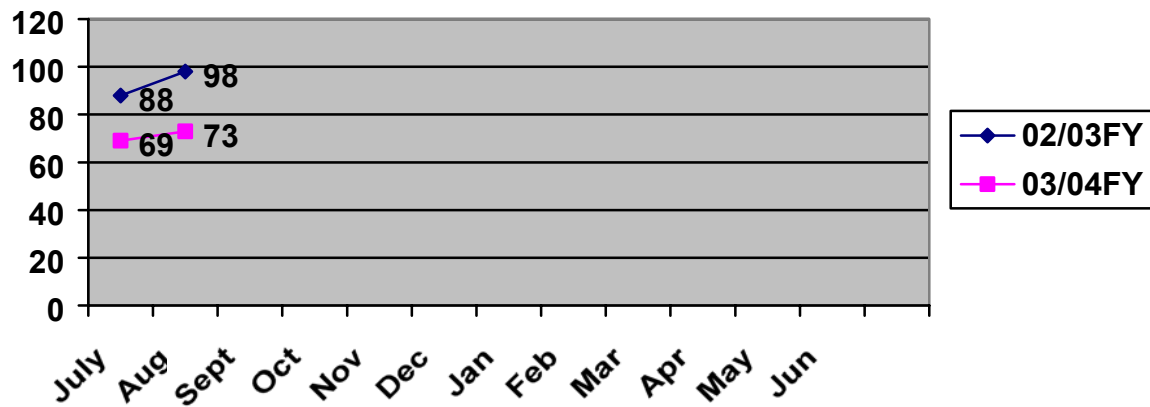


Equity Claims - These are claims where there is no legal liability on the part of the State to pay, but for which the claimant has asked the Board to exercise its equity power to provide payment in fairness for the action or inaction of a State agency. Also included to a large degree are outdated warrants (State-issued checks that went un-cashed for more than 3 years).

TORT CLAIMS – AVERAGE PROCESSING TIME

Fiscal Year Comparison	Month of August	Fiscal Year to Date	% Change from Prior FY
FY 03/04	73	71	-24%
FY 02/03	98	93	

Tort Claims - Avg Proc Time



Tort Claims –These are claims for damages filed against specific State agencies. These claims are generally rejected, but are a required administrative action to be taken by a claimant prior to bringing civil action against the State in a court of law. The filing of the Tort claim gives the State advance notice of potential future litigation.